

## GLOSSARY OF TERMS

### A

ADA Compliant	Americans with Disabilities Act Compliant satisfies the requirements published by the Department of Justice ADA Standards for Accessible Design in 2010, stating that all electronic and information technology shall be accessible to people with disabilities.
Advanced Encryption Standard (AES)	Current standard for encryption, using a 256 bit key, at the DMV
Agency Badge	See Employee Badge.
Agency/State Entity	Includes every State office, officer, department, division, bureau, board, and commission, including Constitutional Officers. "State entity" does not include the University of California, California State University, the State Compensation Insurance Fund, the Legislature, or the Legislative Data Center in the Legislative Counsel Bureau.
Alphanumeric	A reference number that includes alphabetic and numeric characters.
Applicant Identity Verification Solution	The Applicant Identify Verification Solution (AIVS) encompasses the business functions of the proposed environment for DLIDSP card production. In aggregate, the AIVS includes the capabilities to produce and distribute cards, verify applicant identity through Image Data Sets (IDS) retrieval and comparison, manage FO through applicant processing, testing, and workflow, as well as provide system management.
Associated Business Entities	A subcontractor who performs work and receives pay from the Firm responsible for the DLIDSP Card Solution and must adhere to all requirements related to personnel as required of the Firm in the Solicitation. The Firm is solely responsible for all aspects of the contract
Automated Case Training System	Automated Case Training System: Training system that utilizes pre-determined records based on DMV identified use cases. The ACTS will simulate the AIVS functionalities based on DMV identified use cases to provide trainees hands-on instructions. Shall be implemented within 12 months after Full Solution Acceptance.
Automated Testing Authentication System	A system that verifies the applicant's identity to allow access to automated driver license knowledge tests.
Automated Testing Terminal	Touchscreen terminals in DMV field offices to administer tests for non-commercial, commercial, and motorcycle licenses.

### B

Backward System Compatibility	A hardware or software system that can successfully use interfaces and data from earlier versions of the system or with other systems.
Base Card	Standard DL/ID/SP card with mandatory, yet no mandatory optional, features.
Batch	A group of physical cards produced not to exceed 50,000.
Batch Requester	An individual, company or agency requesting for release of DL/ID/SP information that completes an agreement with the DMV
Bid	The word "bid" as used throughout is intended to mean "proposed", "propose", or "proposal" as appropriate.

Bidder

1. A supplier who submits, or has identified their intention to submit, a bid to the State in response to a solicitation.
2. An individual, sole proprietorship, firm, partnership, corporation, or any other business venture that responds to a solicitation.

Business Requirements

Higher-level statement of the goals, objectives, or needs of the Agency/State entity. Business requirements describe the reasons why a project has been initiated, the objective that the project will achieve, and the metrics that will be used to measure its success. Business requirements describe the needs of the Agency/State entity as a whole, not the groups or stakeholders within it.

## C

Card

For the purpose of this Contract any reference to a card is defined as a standard California driver license (DL), identification card (ID), and Salesperson card (SP), or collectively as DL/ID/SP cards, issued by the California DMV.

Card Design

Firms proposed physical and/or virtual(digital) card layout that complies with AAMVA Card Standards and the REAL ID Act. AAMVA Card Standards include requirements and best practices.

Centralized

Activity done at a central location, using terminals that are designated to a central system. This applies to any of the following:

1. A card production facility,
2. Information technology data (CIS)
3. ICS' located within a field office.

Central Image Server

A physical or virtual server containing image data sets for all applicant data provided and collected through the AIVS. IDS' are created, updated and stored on the server. There exists a backup CIS which is a mirror of the primary CIS. The backup CIS is updated in real-time and is used for image retrievals as well as functioning as a hot backup.

Chief Security Officer

The Chief Security Officer is responsible for ensuring the implementation, enhancement, monitoring, and enforcement of the Security Plan. This includes, but is not limited to, representing the Contractor in all security matters, and coordinating/directing security program activities and reporting processes. A Chief Security Officer is required throughout the life of the contract and any associated extensions.

Combine

Utilizing a RWS Contractor application (see RWS Record Correction Screenshot Sample in Bidder's Library), DMV HQ shall be able to correct CIS records through the addition of one (1) IDS to another record.

Commercial Off the Shelf (COTS)

A computer hardware or software product that is ready-made for specific uses and available for sale to the general public. COTS products are designed to be installed without requiring custom development. For example, Microsoft Office is a COTS product that is a packaged software solution for businesses and individuals. The set of rules for COTS is defined by the Federal Acquisition Regulation (FAR).

Compressed Dossier

A compressed dossier is the view of images that have been compressed (stored) and exploded for viewing.

Confidential

Defined according to SAM 4819.2 & 4841.3, as well as the relevant Civil Code sections.

Confirmed Report	A report electronically created during the card production process that identifies the record(s) that are identified to an associated image data set for card production. This report is generated after the card batch is electronically received from DMV prior to producing the card. The report contains data fields including, but are not limited to, the following: card request batch number, date, and DL/ID/SP number.
Confirmed for Daily Reconciliation Report of Card Requests	Confirmed means that a record that was submitted in the card request will result in the production of a card.
Continental United States	The 49 States (including Alaska, excluding Hawaii) located on the continent of North America, and the District of Columbia.
Covered Employee	Employee who has the ability to affect the identity information that appears on driver license or identification cards, who have access to the production process, or who are involved in the production of driver licenses or identification cards.
Custom Solution	Typically, computer software developed for a specific applicant to accommodate the applicant's particular requirements, preferences, and expectations.
<b>D</b>	
Data Destruction	Defined according to National Security Agency publication NSA/CSS manual 9-12.
Decentralized	Activity done at each location for processing applicants, using terminal that is designated at each workstation.
Default Position	Also known as the preferred digit, which is the right thumb. If the right thumb is not available, then preferred digit from the applicant is in the following order: <ul style="list-style-type: none"> <li>• Left thumb.</li> <li>• Any available finger on the right hand.</li> <li>• Any available finger on the left hand.</li> <li>• If all of the applicant's digits are missing or severely damaged, then a specific wording rather than the fingerprint is placed on the record.</li> </ul>
Decombine	Utilizing a RWS Contractor application (see RWS Record Correction Screenshot Sample in Bidder's Library), DMV HQ shall be able to correct CIS records through the deletion of one (1) IDS to another record.
Delivery Expectation Document (DED)	Delivery Expectation Documents are for the purpose of providing specified requirements to be addressed for specified deliverables. DEDs document required information for plans/deliverables and are not for billing purposes.
Determination of Arrest Status	When a fingerprint based check discloses an arrest for a disqualifying crime listed as a permanent or interim disqualifying criminal offense without indicating a disposition, the Contractor will so notify the applicant and provide instructions on how the applicant must clear the disposition. The applicant must provide the Contractor with written proof that the arrest did not result in a conviction for the disqualifying criminal offense, within 60 days after the service date of the Contractor notification. If Contractor does not receive proof in that time, the Contractor will notify the applicant that he or she is disqualified.
DL Master File	DMV's comprehensive DL/ID/SP records to link all of its critical data. It contains driver's name, birth date, type of card, address, card issuance information, and action history related to driving.
DMV Application Receipts	Includes both DMV application fee receipt and ICS photo receipt.

Dossier	An approved single page document printed at an RWS containing DMV approved images and data.
DMV Contract Official	The DMV Contract Official responsible for overseeing the Contractor's performance, the Contractor's completion of the required services, review and approval or rejection of the Deliverable Expectation Documents (DEDs), Deliverable Acceptance Documents (DADs), Work Order Authorizations (WOA), and Personnel Change Orders (PCOs).
Driver License Number	A unique record number assigned to an applicant for a driver license. An identification card may be issued to the same customer using the same record number.
Driver Record Master	Also known as the DL Master File.
Drive Test Authentication System	A system that verifies the applicant's identity in order to administer a drive test.
<b>E</b>	
Electronic Photo Comparison	Process used at the ATAS for 1:1 comparison of photo on file from the office queue compared to the testing applicant.
Employee Badge	DMV identification issued to DMV field office employees. An Agency badge may also be produced for other State of California agencies.
End of Day Reconciliation Process	A process performed at the Image Capture Station in which statistics and other DMV identified data elements are generated for various reports for tracking purposes.
End of Life	A product that, from the Manufacture's point of view, is at the end of its useful life. For this contract, no product that is within 12 months of its expected end of life at contract award is not acceptable.
Error-Free Period	Installation of the Contractor's equipment at all California DMV locations and Contractor is the sole producer of production cards required of this contract, in a manner meeting all of the requirements of this Contract, with no work-around or manual intervention required, and free of errors as deemed by DMV.
Escalation List	A telephone contact list developed by DMV and used by the Contractor to make direct contact with a listed DMV employee (and not his/her voicemail). The Escalation List shall be used in sequential order for contact attempts.
Examiner	DMV employee who is trained to conducts written, oral, visual and practical performance tests in the course of examining applicants for ability and fitness to operate various types or combinations of motor vehicles safely, including commercial vehicles in designated field offices, and for knowledge of California Vehicle Code requirements.
<b>F</b>	
Facial Recognition	Technological process system used within photo and retrieval workstations that provides image comparison capabilities for photo and fingerprint images.
Failover	A backup operational mode in which the functions of a system component (such as a server) are assumed by secondary system components when the primary component becomes unavailable through either failure or scheduled down time.
False Match Rate	Defined as a biometric acceptance rate. The probability that the system detects a match between an input pattern and a matching template and database. Measures the percent of valid inputs that are correctly rejected.

False Negative Identification Rate	The proportion of positives which yield negative test outcomes.
False Non-Match Rate	Defined as a biometric acceptance rate. The probability that the system fails to detect a match between an input pattern and a matching template and database. Measures the percent of valid inputs that are incorrectly rejected.
Federal Compliant ID	Identification document/card that satisfies requirements of the Federal Real ID Act.
Federal Non-Compliant ID	Identification document/card that does not satisfy requirements of the Federal Real ID Act.
Final Proposal	A final offer made in response to a request to perform a Contract for work and labor or to supply goods at a specified price. Also known as a Final Bid.
Fingerprint Enhancement Technology	Technology that provides automated correction, clarity, and quality of fingerprint images.
Fingerprint System	The Fingerprint system is comprised of hardware (fingerprint devices) and software (Web App) that collects, compares, and transmits information based on the fingerprint collection and/or compare. It also includes the ability for the operator to perform a visual photo verification of the photo of record and to indicate a match or no match and provide that indicator to DMV.
Fingerprint Sequencing	Applicant's fingerprint (digit) capture sequence initiated by image capture operators due to non-acceptable fingerprint image capture.
Full Cost Recovery	The California state agencies have to recover the full costs whenever goods or services are provided to others (Government Code Section 11010 and 11270). This includes all costs attributable directly to the activity plus a fair share of indirect costs, which can be ascribed reasonably to the good, or service provided. SAM Section 8752.1 contains a discussion of the cost elements to include.
Full Solution Acceptance	Completion of Deliverable D.7.1, Milestone and D.7.2 Certification of Solution Delivery.
Functional Requirements	Functional requirements describe actions and operations that the solution shall be able to perform. These represent the business objectives, needs, and outcomes of what the designated solution shall provide and specifies essential details of the solution for stakeholders as a means to manage expectations. Functional requirements can describe services, reactions, and behaviors of the solution. They also describe information the solution will manage. These requirements are expressed in business terms and avoid technical references. In addition, functional requirements also identify "what" is required to meet the business objective, not "how" the requirement will be implemented.

## G

Go-Live	First day of use in production.
Government Agency	The United States government or any subdivision, department, court or agency thereof; the state or any subdivision, department, court or agency thereof, including special districts, school districts, the Board of Regents of the University of California; or any city, county, city and county or any agency or subdivision thereof.

## H

**Heterogeneous Technology Environment** Information technology environment that leverages hardware and software from two or more different technology vendors, possibly using different platforms, databases, etc.

## I

**Identification Card Number** A unique record number assigned to an applicant for an identification card. A driver license may be issued to the same customer using the same record number.

**Identity Document** A piece of documentation designed to verify aspects of a person's identity.

**Image Capture Station** A centralized office camera workstation for applicant photo capture processing that (ICS) utilizes a photo queue.

**Image Data Set** A data set for an applicant consisting of images and data including photo, fingerprint, signature, DL/ID/SP card number, name, gender, date of birth, weight, height, hair and eye color, operator ID, DMV photo office number, and photo date. IDS' are created, updated and stored on the CIS.

**Immaterial Deviation** A deviation can be accepted by the State when it is determined to be of such a minor concern that it carries little or no importance, and by accepting it, it doesn't provide the Bidder with any material advantage over other Bidders.

Example: A Bidder referenced the wrong page in their supporting technical literature. The Bidder directed the evaluator to page 4 and the correct page should have been page 5.

**Individual Serial Number** See Inventory Control Number.

**Independent Validation And Verification (IV&V)** Independent Validation and Verification refers to an independent consultant that reviews all program aspects that require human interaction for compliance with the usability and cultural requirements of the project.

**Interim Disqualifying Criminal Offense** If either the applicant was convicted, or found not guilty by reason of insanity, of the crime in a civilian or military jurisdiction of any felony conviction within the last 10 years of the date of the application; or was incarcerated for that crime and released from incarceration within 5 years of the date of application.

The interim disqualifying felonies are:

1. Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C. 921(a)(3) or 26 U.S.C. 5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21.
2. Extortion.
3. Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime described as a permanent disqualifying or interim disqualifying criminal offense. Welfare fraud and passing bad checks do not constitute dishonesty, fraud, or misrepresentation for purposes of this paragraph.
4. Bribery.
5. Smuggling.
6. Immigration violations.
7. Distribution of, possession with intent to distribute, or importation of a controlled substance.
8. Arson.
9. Kidnapping or hostage taking.

10. Rape or aggravated sexual abuse.
11. Assault with intent to kill.
12. Robbery.
13. Fraudulent entry into a seaport as described in 18 U.S.C. 1036, or a comparable State law.
14. Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable State law, other than the violations listed in line item (10) under the permanent disqualifying offense definition.
15. Conspiracy or attempt to commit the crimes listed in as interim disqualifying felony.

Inventory Control Number      Used for DMV indexing purposes. Equivalent to Individual Serial Number.

Investigative Work Station      An RWS that contains applications for facial recognition and fingerprint comparisons for use by DMV investigators.

**J**      This section is intentionally left blank.

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**K**

Key Personnel      The Firm's project team shall be composed of key personnel responsible for the management, planning, database design, implementation, installation, system integration, security, training, knowledge transfer, and ongoing maintenance of the system. At a minimum, the Contractor shall provide the five (5) key personnel of Project Manager, Operations Manager, Systems Architect, Chief Security Officer, and Testing Manager. Additional Contractor personnel may also be necessary for adherence to the implementation schedule and service levels. One individual cannot fulfill two (2) key personnel roles.

**L**

Large Scale      

- A project with a minimum Contract Amount of \$25 million; and
- A database capacity of five (5) million image data sets, including biometric images.
- And card production of 5,000 cards per day or 1 million annually.

Legacy      Defined as a system implemented in the past by a previous vendor.

Life cycle      Represents the requirements required for the Contractor to fulfil during the entire life cycle of the Contract. This includes upon the solution onboarding implementation phase as well as on a continuous basis post solution implementation.

Live Scan      The Live Scan is a digital alternative to DMV fingerprinting for the purpose of salesperson authentication.

**M**

Mandatory      System(s)/Solution(s) that will be included within the scope of the contract.

Mandatory Optional      System(s)/Solution(s) that will be included within the scope of the contract at the DMV's discretion. Mandatory Optional requirements may be implemented at any time during the Contract term.

Material Deviation	A deviation in the bid response that cannot be accepted by the State because it is not in substantial accord with the solicitation requirements, provides an advantage to one Bidder over other Bidders, or has a potentially significant effect on the delivery, quantity, or quality of items bid, amount paid to the Contractor, or on the cost to the State. Material deviations cannot be waived. Example: The solicitation required a system that would serve 500 users and the Bidder only offered a system that would serve 250 users.
Mobile Travel Unit (MTU)	A portable image processing center with manual and automated processing capability for DL/ID/SP applicant photo capture. The MTU is the mobile version of the Image Capture Station.
Modified Off-The-Shelf (MOTS) Software	Typically, a modifiable COTS product with source code made available to the purchaser for modifications. The product may be customized by the purchaser, by a vendor, or by another party to meet the requirements of the applicant. Since MOTS product specifications are written by external sources, purchasers may not have control of future changes to the product.
MTU Queue	A working queue for an MTU.
<b>N</b>	
Name Correction	A standalone application for use by DMV Headquarters developed by the Contractor that shall allow DMV to correct the name format for cards when the name format cannot be correctly identified during card production. This correction does not change the name on departmental records.
Non-Functional Requirements	Non-functional requirements provide criteria to evaluate the operation of an enabling solution and primarily represent qualities of (expectations and characteristics) and constraints on (e.g., governmental regulations) the solution. They capture conditions that do not directly relate to the behavior or functionality of the solution, but rather describe technological and environmental conditions of an effective solution or productive qualities of the solution. Non-functional requirements also define quality of service requirements, such as those relating to required capacity, speed, security, privacy, availability, throughput, usability, and the information architecture and presentation of the user interfaces.
Normal Operating Conditions	The range of conditions which a device is designed to operate and influences in accordance with the manufacturer's specifications.
<b>O</b>	
Occupational License Number	A unique record number assigned to an applicant for a salesperson license.
Offboarding	The Offboarding Transition period is defined as the period before the expiration or termination of this Contract, when the Contractor shall assist the DMV in migrating to the new Contract service provider solution.
Office Queue	Available and accessible photo, fingerprint, and data records stored in the solution server for office use in the application process. An Office Queue must be cleared daily. The applicant data and associated images on the Office Queue will identify the needed transactions and processes required for that applicant (e.g., photo required, test).
Office Server	Synonymous to a solution server.
Official Identity Document	Official identity document is defined as a document which includes a printed photo and is issued by a government agency after confirming the true identity of the person applying for the document. Printed photo excludes affixed photo.



Onboarding	The Onboarding Transition period is defined as the period after contract award through Full Solution Acceptance, when the Contractor shall assist the DMV in migrating existing systems from the incumbent service provider's solution to the Contractor.
Ongoing	Represents the requirements required for the Contractor to fulfil post the solution onboarding implementation phase as well as on a continuous basis for the term of this Contract.
Operations Manager	The Operations Manager is responsible for assisting the Project Manager from contract start, including but not limited to, the installation, system integration, and security until Full Solution Acceptance. After Full Solution Acceptance, the Operations Manager is responsible for the day-to-day management of card production, maintenance and operations, and any invoked mandatory optional requirements through the end of the Contract.
Operator	A person who operates equipment or a machine that work with a variety of different systems and applications.

## **P**

Peak Hours	Peak hours are between the hours of 9:00 a.m. to 3:30 p.m., Monday thru Friday.
Permanent Disqualifying Criminal Offense	<p>An applicant has a permanent disqualifying offense if convicted, or found not guilty by reason of insanity, in a civilian or military jurisdiction of any of the following felonies:</p> <ol style="list-style-type: none"> <li>1. Espionage or conspiracy to commit espionage.</li> <li>2. Sedition, or conspiracy to commit sedition.</li> <li>3. Treason, or conspiracy to commit treason.</li> <li>4. A Federal crime of terrorism as defined in 18 U.S.C. 2332b(g), or comparable State law, or conspiracy to commit such crime.</li> <li>5. A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U.S.C. 70101. The term "economic disruption" does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.</li> <li>6. Improper transportation of a hazardous material under 49 U.S.C. 5124, or a State law that is comparable.</li> <li>7. Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C. 232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C. 921(a)(4) and 26 U.S.C. 5845(f).</li> <li>8. Murder.</li> <li>9. Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportations system, or an infrastructure facility.</li> </ol>

10. Violations of the Racketeer Influenced and Corrupt Organizations Act, 18 U.S.C. 1961, et seq., or a comparable State law, where one of the predicate acts found by a jury or admitted by the defendant, consists of one of the crimes listed above.
11. Attempt to commit the crimes in line items above (1) through (4).
12. Conspiracy or attempt to commit the crimes in line items above (5) through (10).
13. Forgery or Alteration of a Prescription (California Business & Professions Code §4324(a))
14. Accessory (California Penal Code §32)
15. Giving or Offering Bribes to an Executive Officer (P.C. §67)
16. Offering Bribes to Public Officers or Employees (P.C. §67.5)
17. Perjury (P.C. §118)
18. Criminal Conspiracy (P.C. §182)
19. Obtaining Money or Property by Fraudulent Game or Trick (P.C. §332)
20. Forgery (P.C. §470)
21. Fraudulent Possession or Receiving of Forged or Unfinished Bills or Notes (P.C. §475)
22. Non-Sufficient Funds/Checks (P.C. §476)
23. Counterfeiting (P.C. §477)
24. Grand Theft (P.C. §487)
25. Taking a vehicle for Temporary Use (P.C. §499)
26. Embezzlement (P.C. §503)
27. Extortion (P.C. §518)
28. False Personation to make Another Liable (P.C. §529)
29. Unauthorized use of personal identifying information (P.C. §530.5)
30. Soliciting the Commission of Certain Crimes (P.C. §654(f))
31. Use of False Information on documents to DMV or CHP (California Vehicle Code §20)
32. Forge/Alter a Vehicle Registration (V.C. §4463)
33. False Report, of a Vehicle Theft with the Intent to Deceive (V.C. §10501)
34. Taking a Vehicle without the Owner's Consent (V.C. §10851)
35. Tampering with a Vehicle (V.C. §10852)
36. Odometer Tampering (V.C. §28051)

Photo Capture Process

The process of capturing an applicant photo, including the positioning, quality acceptance, and performance retakes.

Prime Hours

Prime hours are considered to be from 7:00 a.m. to 7:00 p.m., and Monday through Friday and 8:00 a.m. to 1:00 p.m. one Saturday each month for some offices.

Produce Cards

The process performed at a centralized facility in which personal identifying information, along with images, are added to card material(s) to produce a card for delivery to the DMV.

Program

Defined as the comprehensive steps taken upon start of Contract award until the end of the Contract. This includes Phases 1 through 7 as defined for in 'Project' as well as ongoing card production including maintenance, operations, and support.

Project	Defined as the comprehensive steps taken upon start of Contract award until Full Solution Acceptance. For the purposes of this Contract, this pertains to the Contract Schedule (Part 2, Section 3, Table 3-1) which includes Phase 1 — Planning and Project Management, Phase 2 — Requirements Analysis, Phase 3 — Design, Phase 4 — Build, Phase 5 — Solution Testing, Phase 6 — Solution Implementation, Phase 7 — Solution Acceptance.
Project Manager	The Project Manager is the primary personnel responsible for the day-to-day management of the project, including, but not limited to, overall performance and project compliance, and is the Contractor's on-site representative making project decisions until DMV Full Solution Acceptance.
Production CIS	Primary and backup CIS.

## Q

Quality Assurance	DMV methods, processes, and procedures to ensure quality of card from Contractor production.
Quality Control	Contractor methods, processes, and procedures to control quality of card from card production.

## R

Real ID Final Rules	Real ID Final Rules documents the minimum standards for State-issued DL/ID cards set by the Real ID Federal statute of Docket # DHS-2006-0030, RIN 1601-AA74, Minimum Standards for Driver Licenses and Identification Cards Acceptable by Federal Agencies for Official Purposes.
Refresh	The removal and disposal of existing AIVS equipment/software and installation of new AIVS equipment/software. All Contractor equipment provided and installed for DMV use at DMV HQ and FOs shall be new and not be end of life or refurbished.
Remade (Remake) Cards	The process performed at a centralized facility in which personal identifying information, along with images, are added to card material(s) to produce a card for delivery to the DMV when the previously produced card does not meet standards.
Responsible Bidder	<p>A Bidder who is eligible for award, by not having defaulted on any previous Contracts or is not prohibited from bidding due to other past problems. In addition, a Responsible Bidder is fully licensed to do business and has any and all appropriate licenses or certifications required by the governing body.</p> <p>Considerations include a supplier deemed to satisfactorily demonstrate some or all of the following, pertinent to the specific transaction:</p> <ol style="list-style-type: none"> <li>1. Sufficient financial resources or the ability to obtain the financial resources required to perform the Contract;</li> <li>2. The capability to comply with the required or proposed delivery or performance schedule considering all existing commitments;</li> <li>3. A satisfactory record of performance;</li> <li>4. A satisfactory record of integrity;</li> <li>5. Qualified and eligible to receive an award under all applicable laws and regulations; and/or</li> <li>6. Necessary organization, experience, operational controls, and technical skills (or the ability to obtain them).</li> </ol>

Responsive Bidder	A Bidder whose bid response is fully compliant to all requirements, both administrative and technical, as well as whose bid indicates performance without material deviation from the terms and conditions of the proposed Contract.
Retrieval Workstation	The Retrieval Workstation (RWS) is an application and supporting hardware that allows HQ DMV staff to retrieve and view photo, fingerprint, and signature images stored in the CIS and print these images if required. The RWS will permit retrieval of both current and prior images.
Rollover	Transfer of data to an alternate site (CIS) that mimics the primary site.
<b>S</b>	
Sample Card(s)	DL/ID/SP cards and Employee Badges provided to DMV for purposes of card design, testing and approval. Information contained on the cards will not include any production data.
Sensitive	Defined according SAM 4819.2 & 4841.3, as well as the relevant Civil Code sections.
Service Level Agreement	Service Level Agreements are the terms for response requirements that must be met to support and satisfy the needs of the solution.
Serviceable	To retain its useable working quality through its expected life or expiration (see AAMVA International Specifications Design Standards), regardless of material used.
Signature Stamp	A stamp used by customers who are unable to write due to a medical, physical, or mental disability. The signature stamp may contain any of the following: the actual signature of the person with the disability, a mark or symbol that has been adopted by the person with the disability, the signature of the person with the disability that is made by another person that has been adopted for use by the person with the disability.
Similar	A group of like subjects to be used for purposes of a law enforcement photo lineup.
Simulation Only Training System	Training system that utilizes a demonstration mode with minimal records (up to twelve) based on DMV information. The SOTS will demonstrate the AIVS functionalities based on the DMV information to provide trainees a demonstration of the AIVS. Shall be implemented within six (6) months after Full Solution Acceptance.
Six Pack	Six retrieved photos printed on a single sheet for photo lineup comparison.
Software	All components of information technology code needed to perform specific tasks in operation and/or processing of applications. This includes components such as operation systems.
Solution	Represents the comprehensive technological product comprised of various necessary systems to provide full capability and functionality (e.g., AIVS, Mailing Solution). A solution is made up of its multiple and relevant systems.
Solution Requirements	Describes the characteristics of a solution that will meet the business requirements. Solution requirements describe specific characteristics of the solution both in terms of functionality and quality of service. Solution requirements are sub-classified into functional requirements, non-functional requirements, and transitional requirements.
Solution Server	Physical server hosted in the local office that provides support for the AIVS for use in the application processes.
State	Refers to the State of California, a governmental entity.

Statement of Work (SOW)	A written description of work to be performed under a Contract to satisfy the State's needs. It can include what is to be done, when, where, and how plus define the roles and responsibilities of the Contractor. Sometimes referred to as scope of work.
State Holiday	California recognized non-business days: New Year's Day, Martin Luther King, Jr. Day, President's Day, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (Thursday and Friday), Christmas Day.
Statewide	Multiple locations throughout a geographic area no less than 100 square miles.
Successfully Converted	The images and data contained on the current CIS are converted and saved to the new CIS. When retrieving or printing the converted images and/or data, they must maintain their dimension, color, contrast, scale, orientation and shape, subjected to DMV approval.
System	Represents the technological, functional capability, and/or process that is part of the overall Solution. Multiple systems make up the comprehensive solution.
System Administrator Manual	Provides the definition of the software support environment, the roles and responsibilities of various personnel, and the activities essential to the support and maintenance of the system.
Systems Architect	The Systems Architect is responsible for developing the System Architecture and Integration Plan for all the components relating to the proposed solution.

## T

Temporary Fingerprint	A newly-captured fingerprint image used as a basis for comparison throughout the application processes from counter interactions up to and including its use at the Image Capture Station. Post the application process, the temporary fingerprint image becomes the fingerprint of record and the temporary fingerprint file is deleted.
Test CIS	Used for testing and training purposes and must accommodate 20,000 Image Data Sets.
Test Environment	Includes all of the Contractor and applicant software and hardware components necessary to perform end-to-end testing that simulate the proposed production environment. The test environment will also host the training environment.
Testing Manager	The Testing Manager duties include, but are not limited to, developing all test strategies and plans for the implementation of the Contractor's proposed solution and for overseeing the execution of all testing activities in accordance with test plans approved by the DMV until Full Solution Acceptance.
Test Plan	Includes the scope of testing, testing techniques to be used, resources required for testing, a schedule of intended test activities, and the details of who will perform a given task. For purposes of this RFP, two (2) types of test plans will be developed: (1) A set of test plans wherein the vendor will provide test plans on portions of the system solution components that are used for internal processing. (2) A set of test plans will be developed in conjunction with DMV for all the system solution components that are utilized by DMV in fulfillment of the contract and in which Unit testing will be the responsibility of the Contractor.

Training Document	Includes the User Manual, Training Material and Training Guide
Training Environment	Includes all of the Contractor and applicant software and hardware components necessary to perform training that simulates the proposed production environment through demonstration and use case modes. See SOTS and ACTS.
Training Guide	Includes instructions for trainers on the Contractor provided systems and solutions, providing an outline of tasks and information to be taught during the training of DMV employees on the Contractor's provided services. The Training Guides will also provide samples of the Training Materials that will be supplied to the employees during the training period.
Training Material	Includes information needed by the users/technicians who will process applications and transactions on the Contractor's provided systems. The Training Materials will support the lessons and information outlined in the Training Guide.
Transitional Requirements	Transition requirements describe capabilities that the solution must have in order to facilitate the transition from the current state of the enterprise to a desired future state. Transition requirements are differentiated from other requirement types because they are usually temporary in nature and will not be needed once the transition is complete. They typically cover process requirements imposed through the Contract, such as mandating a particular design method, administrative requirements, data conversion and migration from existing systems, interfaces, skill gaps that must be addressed, and other related changes required to reach the desired future state.
Travel Run	Any time an MTU is used at a remote site.
<b>U</b>	
Unacceptable Cards	DL/ID/SP cards that have been produced that do not meet physical, security, or quality standards.
Uncompressed Dossier	An original (uncompressed) dossier is the view of the original images prior to compression (storage). The images should be presented as they would, for example, upon initial capture.
Unconfirmed Report	A report electronically created during the card production process that identifies a record(s) that cannot be correctly identified to an associated image data set for card production. This report is generated after the card batch is electronically received from DMV prior to the production of the card. The report contains identifiers that reflect the error encountered and contains data fields including, but are not limited to, the following: card request batch number, date, and DL/ID/SP number.
Under Want or Warrant	An applicant who is wanted, or under indictment in any civilian or military jurisdiction for a felony listed as a permanent disqualifying or interim disqualifying felony is disqualified until the want or warrant is released or the indictment is dismissed.
Unique Control Number	A number assigned by DMV to an individual DLIDSP record to identify the individual on DMV's databases (e.g. Driver License number).
User Manual	Includes information related to the operation, processing, and troubleshooting of the Contractor's identified system hardware and software, as appropriate. The manuals shall include both written instructions, diagrams, and images to support the user's ability to process or troubleshoot using the manual as a guideline.

**V**

## Value Added Services

Features or solutions that may enhance core services or provide additional services that are not identified in the Contract. This includes, but is not limited to, new technology products, enhanced service offerings, and expansion of capabilities.

**W**

## Workspace

Defined as an area that already has DMV provided equipment and only peripherals and software will be provided by the Contractor.

## Workstation

Defined as an area where all equipment will be provided by the Contractor.

## Work Surface

Defined as an area where work can be performed on vendor provided hardware, such as a table or desk.

**X, Y, Z**

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